



Office of Home Ownership Preservation (OHP) Contact Information

Toll-free assistance	866.915.9417
Fax	866.963.0651
E-Mail	mortgagehelp@citi.com

Websites & Links

OHP Website	www.mortgagehelp.citi.com
Hardship Assistance Package	http://www.citigroup.com/citi/citizen/finance/community/info.htm
OHP Counselor Resources	http://www.citigroup.com/citi/citizen/finance/community/counselors.htm
OHP Counselor Resources - Spanish	http://www.citigroup.com/citi/citizen/community/homeownership/preservation/espanol/index.htm
OHP Consumer Curriculum	http://www.citigroup.com/citi/financialeducation/edu_resources.htm
Government Assistance Programs	http://makinghomeaffordable.gov/resources.html
Current Performance Data – Operations, Processing & Underwriting	http://www.citigroup.com/citi/fin/data/3q09_datareport.pdf or http://www.citigroup.com/citi/citizen/

Offering Assistance

- ☐ Download Hardship Assistance Package
- ☐ Collect Required Documentation
 - Completed RMA form
 - Copies of pay stubs and/or proof of other income for the past 2 months, for all borrowers
 - YTD P&L Statement with Balance Sheet, if applicable
 - Copies of all bank account statements for the past 2 months, for all borrowers
 - Copy of 4506t
 - Hardship Letter
- ☐ E-mail or Fax completed hardship assistance package & documentation to Citi OHP